



## Complete Summary

### TITLE

"Convenience" scale of the Treatment Satisfaction Questionnaire for Medication (TSQM): the mean scale score for the "Convenience" items on the TSQM (version II).

### SOURCE(S)

Treatment Satisfaction Questionnaire for Medication (TSQM) (Version II). Quintiles Transnational Corp.; 2006. 3 p.

## Measure Domain

### PRIMARY MEASURE DOMAIN

Patient Experience

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

### SECONDARY MEASURE DOMAIN

Does not apply to this measure

## Brief Abstract

### DESCRIPTION

The "Convenience" scale\* on the Treatment Satisfaction Questionnaire for Medication (TSQM) is used to assess the level of patient's satisfaction or dissatisfaction with the "Convenience" of medication patients are taking. This composite scale is comprised of three items on the TSQM survey:

- How satisfied or dissatisfied are you with how easy the medication is to use?
- How satisfied or dissatisfied are you with how easy it is to plan when you will use the medication each time?
- How satisfied or dissatisfied are you by how often you are expected to use/take the medication?

**\*Note:** The validity of this scale is influenced by the degree to which patients can use personal experience to assess the convenience or inconvenience of medication use, the information provided to them about the clinical effectiveness of their medication (e.g., clinician appraisal, lab results etc.) and their perceptions/beliefs about its effectiveness. It is important to note that patients' medication

behavior may be influenced by erroneous beliefs about the effectiveness of their medication. Moreover, medications may take time before beginning to work. TSQM assessments should be made after patients have had a chance to fully evaluate their medication.

**Note:** The "Convenience" scale is a component of a composite measure. It cannot be used on its own and must be used with the following scales:

- ["Effectiveness" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Effectiveness" items on the TSQM \(version II\).](#)
- ["Side Effects" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Side Effects" items on the TSQM \(version II\).](#)
- ["Global Satisfaction" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Global Satisfaction" items on the TSQM \(version II\).](#)

## **RATIONALE**

Patients' dissatisfaction with treatment may act as an early indicator of non-adherence and non-persistence with medication use, thereby affecting the clinical effectiveness and efficiency of medical care. Patients who perceive their medication to be ineffective (see the related National Quality Measures Clearinghouse [NQMC] summary, ["Effectiveness" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Side Effects" items on the TSQM \(version II\)](#)), laden with side effects (see the related NQMC summary, ["Side Effects" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Side Effects" items on the TSQM \(version II\)](#)), very inconvenient, or as having more negative than positive characteristics (see the related NQMC summary, ["Global Satisfaction" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Global Satisfaction" items on the TSQM \(version II\)](#)) are less likely to either fill prescriptions or take their medications as prescribed. This in turn can impact the effectiveness of treatment and may result in service inefficiencies associated with treatment failure.

Treatment Satisfaction Questionnaire for Medication (TSQM) provides a unique opportunity to compare various medications used to treat a particular illness on the three primary dimensions of treatment satisfaction (Effectiveness, Side Effects, Convenience), as well as patients' overall rating of Global Satisfaction based on the relative importance of these primary dimensions to patients. Routine assessment of patients' level of TS-M provides a way for clinicians to screen individuals whose current medication experiences may increase the risk of poor medication adherence and persistence. If collected from many patients, such information could foster a deeper consideration of patients' perspectives when evaluating the merits and drawbacks of various treatment alternatives.

## **PRIMARY CLINICAL COMPONENT**

Medication satisfaction; convenience of medication use

## **DENOMINATOR DESCRIPTION**

Patients who completed the "Convenience" items on the Treatment Satisfaction Questionnaire for Medication (TSQM)

### **NUMERATOR DESCRIPTION**

The number of "Extremely Dissatisfied," "Very Dissatisfied," "Dissatisfied," "Somewhat Satisfied," "Satisfied," "Very Satisfied," and "Extremely Satisfied" responses for the "Convenience" items on the Treatment Satisfaction Questionnaire for Medication (TSQM). From the responses, a scale score is calculated with a higher score indicating greater satisfaction.

### **Evidence Supporting the Measure**

### **EVIDENCE SUPPORTING THE CRITERION OF QUALITY**

- Focus groups
- One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

### **Evidence Supporting Need for the Measure**

### **NEED FOR THE MEASURE**

Unspecified

### **State of Use of the Measure**

### **STATE OF USE**

Current routine use

### **CURRENT USE**

Internal quality improvement  
Quality of care research

### **Application of Measure in its Current Use**

### **CARE SETTING**

Ambulatory Care

### **PROFESSIONALS RESPONSIBLE FOR HEALTH CARE**

Nurses  
Pharmacists  
Physician Assistants

Physicians  
Psychologists/Non-physician Behavioral Health Clinicians

**LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED**

Individual Clinicians

**TARGET POPULATION AGE**

Age greater than or equal to 18 years

**TARGET POPULATION GENDER**

Either male or female

**STRATIFICATION BY VULNERABLE POPULATIONS**

Unspecified

**Characteristics of the Primary Clinical Component**

**INCIDENCE/PREVALENCE**

Unspecified

**ASSOCIATION WITH VULNERABLE POPULATIONS**

Unspecified

**BURDEN OF ILLNESS**

Unspecified

**UTILIZATION**

Unspecified

**COSTS**

Unspecified

**Institute of Medicine National Healthcare Quality Report Categories**

**IOM CARE NEED**

Getting Better  
Living with Illness  
Staying Healthy

## **IOM DOMAIN**

Patient-centeredness

### **Data Collection for the Measure**

## **CASE FINDING**

Users of care only

## **DESCRIPTION OF CASE FINDING**

Patients who completed the "Convenience" items on the Treatment Satisfaction Questionnaire for Medication (TSQM)

## **DENOMINATOR SAMPLING FRAME**

Patients associated with provider

## **DENOMINATOR INCLUSIONS/EXCLUSIONS**

### **Inclusions**

Patients who completed the "Convenience" items on the Treatment Satisfaction Questionnaire for Medication (TSQM)

### **Exclusions**

None

## **RELATIONSHIP OF DENOMINATOR TO NUMERATOR**

All cases in the denominator are equally eligible to appear in the numerator

## **DENOMINATOR (INDEX) EVENT**

Encounter

## **DENOMINATOR TIME WINDOW**

Time window is a single point in time

## **NUMERATOR INCLUSIONS/EXCLUSIONS**

### **Inclusions**

The number of "Extremely Dissatisfied," "Very Dissatisfied," "Dissatisfied," "Somewhat Satisfied," "Satisfied," "Very Satisfied," and "Extremely Satisfied" responses for the "Convenience" items on the Treatment Satisfaction Questionnaire for Medication (TSQM). From the responses, a scale score is calculated with a higher score indicating greater satisfaction.

**Exclusions**

None

**MEASURE RESULTS UNDER CONTROL OF HEALTH CARE PROFESSIONALS, ORGANIZATIONS AND/OR POLICYMAKERS**

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

**NUMERATOR TIME WINDOW**

Encounter or point in time

**DATA SOURCE**

Patient survey

**LEVEL OF DETERMINATION OF QUALITY**

Not Individual Case

**PRE-EXISTING INSTRUMENT USED**

Unspecified

**Computation of the Measure****SCORING**

Non-weighted Score/Composite/Scale

**INTERPRETATION OF SCORE**

Better quality is associated with a higher score

**ALLOWANCE FOR PATIENT FACTORS**

Unspecified

**STANDARD OF COMPARISON**

External comparison at a point in time  
External comparison of time trends  
Internal time comparison

**Evaluation of Measure Properties****EXTENT OF MEASURE TESTING**

A multi-step exploratory factor analysis (EFA) was employed to investigate the construct validity of the Treatment Satisfaction Questionnaire for Medication (TSQM). The TSQM v. II was tested for model fit against an established theoretical model (the Decisional Balance Model of Treatment Satisfaction) using hierarchical confirmatory factor analysis (HCFA).

## **EVIDENCE FOR RELIABILITY/VALIDITY TESTING**

Atkinson MJ, Kumar R, Cappelleri JC, Hass SL. Hierarchical construct validity of the treatment satisfaction questionnaire for medication (TSQM version II) among outpatient pharmacy consumers. Value Health 2005 Nov-Dec;8 Suppl 1:S9-S24. [PubMed](#)

Atkinson MJ, Sinha A, Hass SL, Colman SS, Kumar RN, Brod M, Rowland CR. Validation of a general measure of treatment satisfaction, the Treatment Satisfaction Questionnaire for Medication (TSQM), using a national panel study of chronic disease. Health Qual Life Outcomes 2004 Feb 26;2:12. [77 references] [PubMed](#)

Bharmal M, Payne K, Atkinson MJ, Desrosiers MP, Morisky DE, Gemmen E. Validation of an abbreviated Treatment Satisfaction Questionnaire for Medication (TSQM-9) among patients on antihypertensive medications. Health Qual Life Outcomes 2009;7:36. [PubMed](#)

## **Identifying Information**

### **ORIGINAL TITLE**

Convenience.

### **COMPOSITE MEASURE NAME**

[Treatment Satisfaction Questionnaire for Medication \(TSQM\) Version II](#)

### **SUBMITTER**

Atkinson, Mark J, Ph.D.

### **DEVELOPER**

Atkinson, Mark J, Ph.D.; Hass, Steven L, Ph.D.

### **FUNDING SOURCE(S)**

Pharmacia, Pfizer Inc

### **COMPOSITION OF THE GROUP THAT DEVELOPED THE MEASURE**

Atkinson, Mark J, Ph.D.; Hass, Steven L, Ph.D.; Kumar, Ritesh, Ph.D.; Colman, Shoshana, Ph.D.; Sinha, Anusha, M.P.H.; Brod, Meryl, Ph.D.; Roland, Clayton, Ph.D.

## **FINANCIAL DISCLOSURES/OTHER POTENTIAL CONFLICTS OF INTEREST**

Unspecified

## **ADAPTATION**

Measure was not adapted from another source.

## **RELEASE DATE**

2006 Jan

## **MEASURE STATUS**

This is the current release of the measure.

## **SOURCE(S)**

Treatment Satisfaction Questionnaire for Medication (TSQM) (Version II). Quintiles Transnational Corp.; 2006. 3 p.

## **MEASURE AVAILABILITY**

The individual measure, "Convenience," is published in "Treatment Satisfaction Questionnaire for Medication (TSQM)." This document is available from the [Quintiles Web site](#).

For more information contact, Quintiles, Inc., 3130 Fairview Park Drive, Suite #501, Falls Church, VA 22042; Telephone: 703-269-5857; Fax: 703-269-5802; Web site: [www.quintiles.com](http://www.quintiles.com).

## **NQMC STATUS**

This NQMC summary was completed by ECRI Institute on September 8, 2009. The information was verified by the measure developer on October 15, 2009.

## **COPYRIGHT STATEMENT**

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